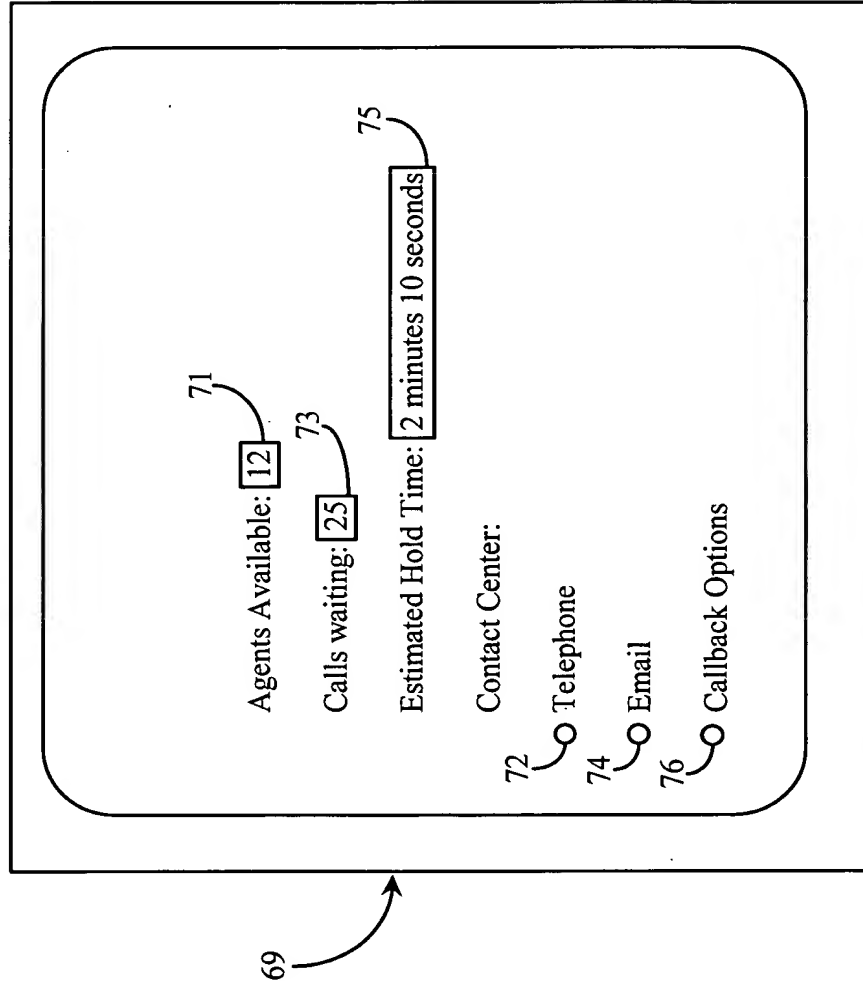


Fig. 1



Customer Interface

Fig. 2

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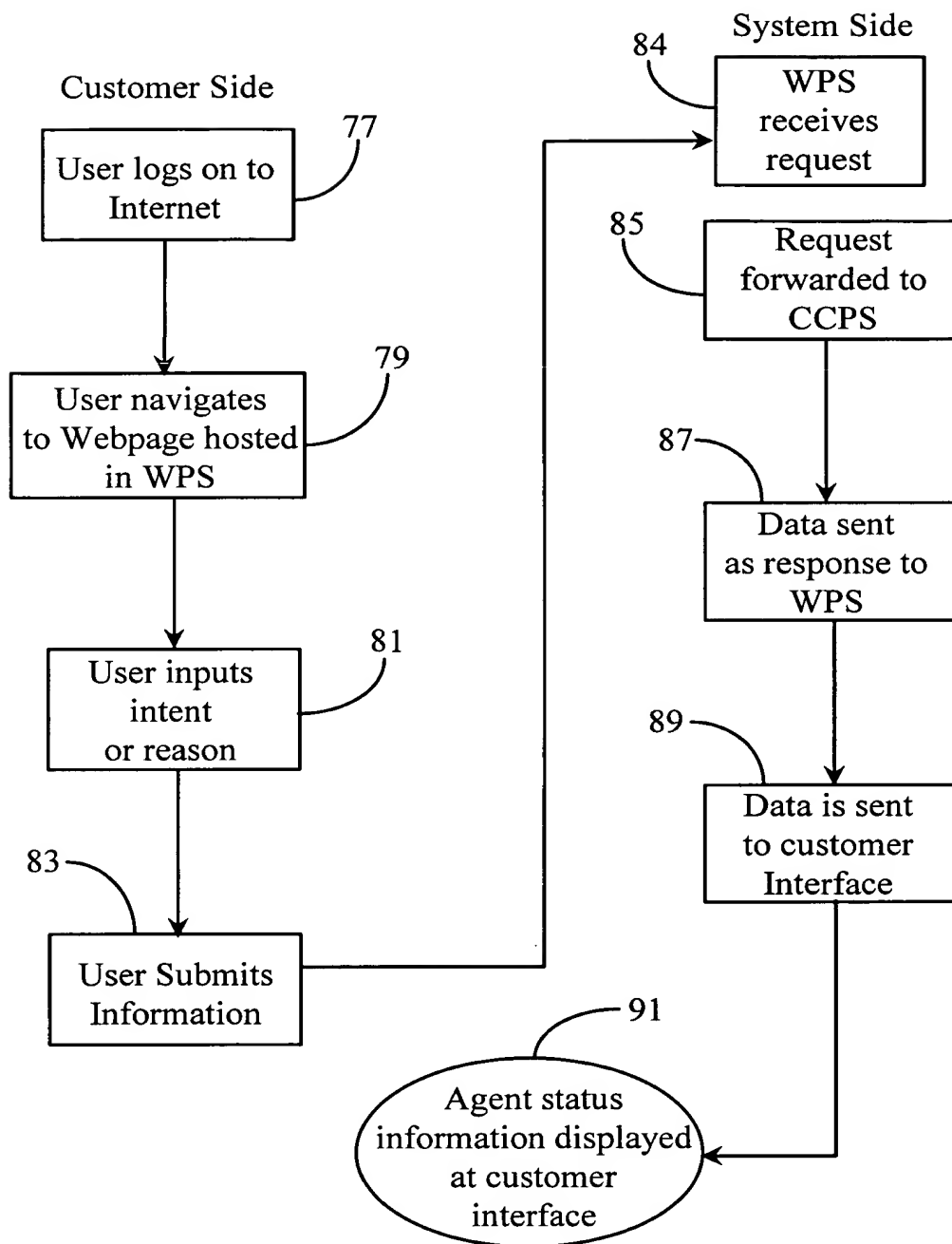


Fig. 3

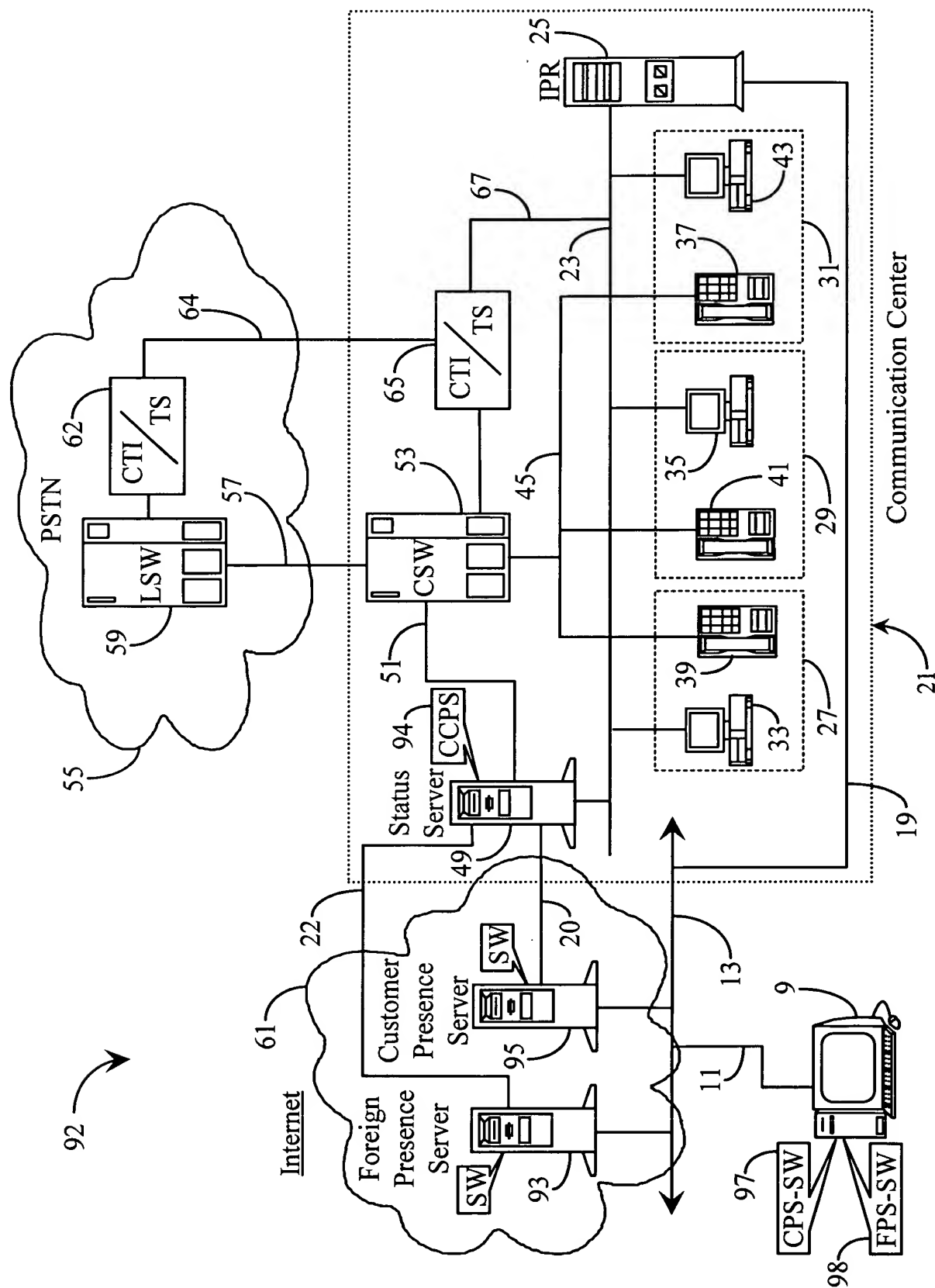


Fig. 4

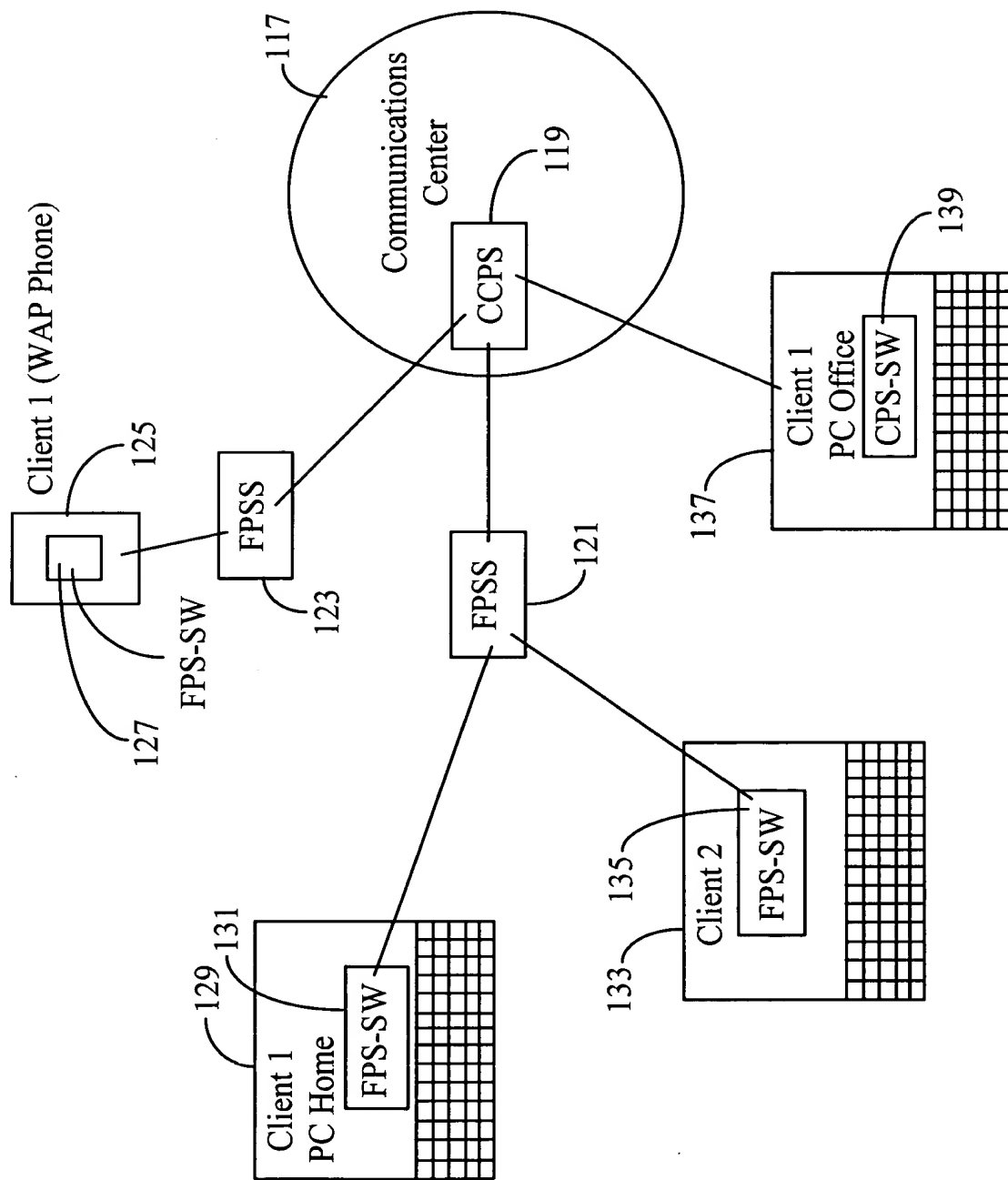


Fig. 5

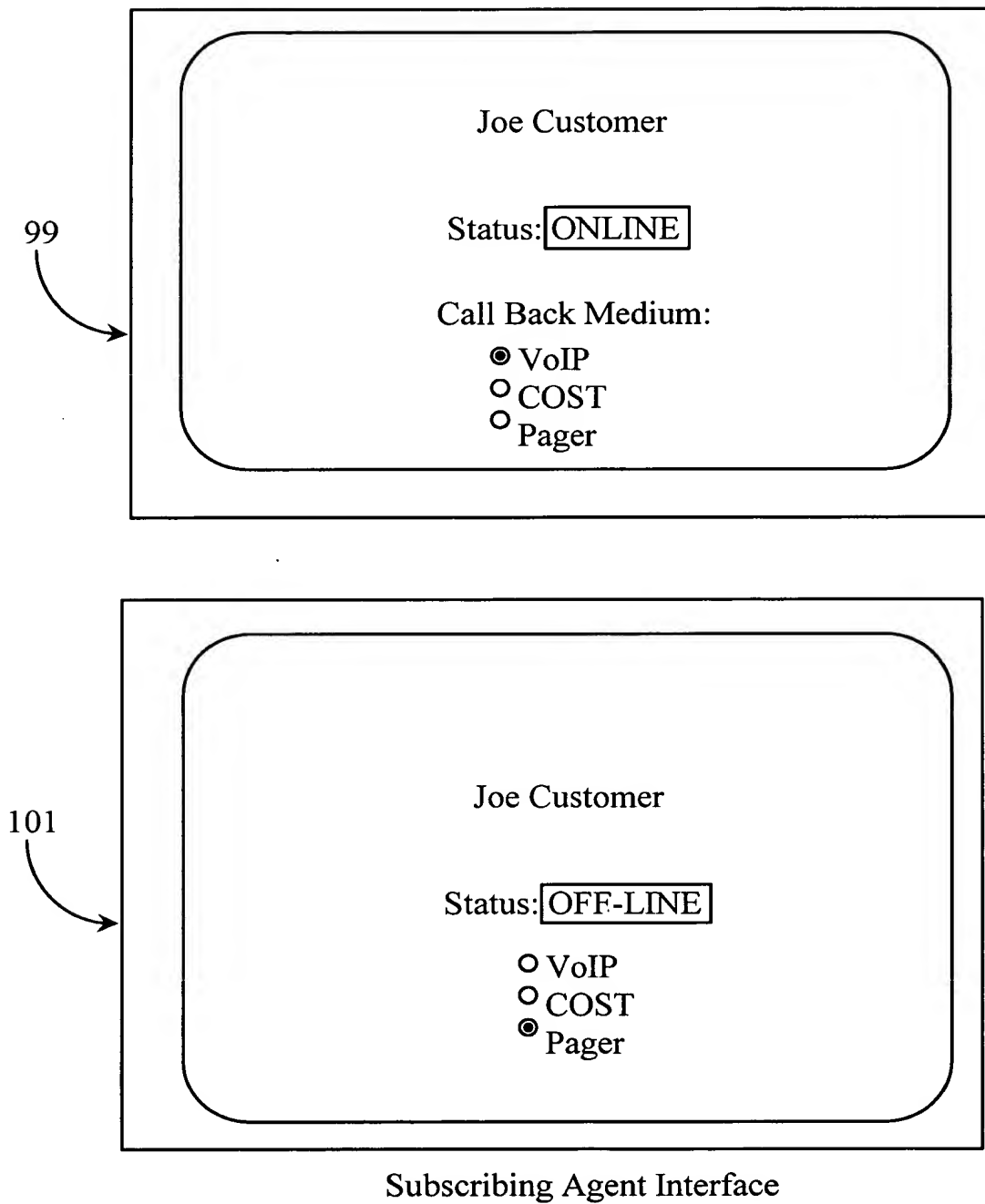


Fig. 6

Agent Side

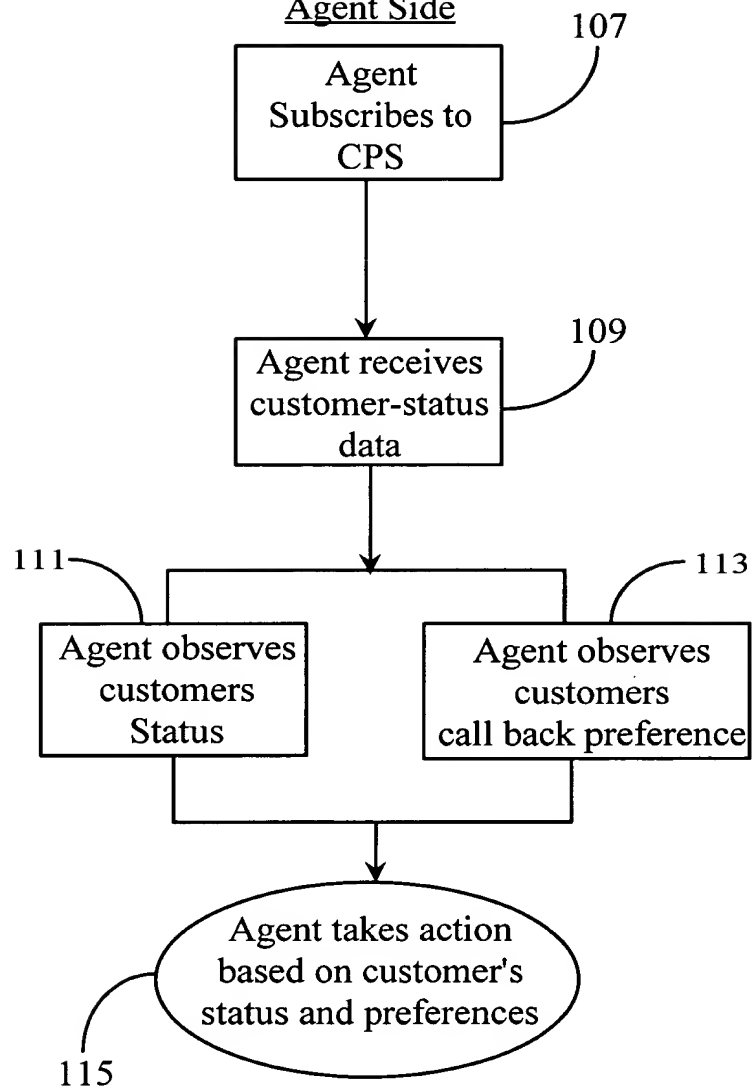


Fig. 7